

Murthly After School Club **Day Care of Children**

Bankfoot Church Centre
The Hub
Tulliebelton Road
Bankfoot
Perth
PH1 4BS

Telephone: 07861 293976

Type of inspection: Unannounced
Inspection completed on: 26 October 2017

Service provided by:
Kari Gourlay

Service provider number:
SP2008969520

Care service number:
CS2009236130

About the service

Murthly After School Club operates from Bankfoot Church Centre, known as The Hub. It provides out of school care to children who attend Murthly, Stanley, Dunkeld and Auchtergaven Primary schools. Children from Murthly, Stanley and Dunkeld travel via the club's mini-bus or via private transport and children from Auchtergaven walk with staff to the centre. The centre offers children access to a large games hall and two smaller rooms as well as use of the extensive grounds. The club has access to a large kitchen area, secure entrance hall and toilets.

The out of school club is privately owned and managed and is one of two clubs serving the local area. The service was registered to provide a care service to a maximum of 35 primary school children at any one time, with a maximum of five children aged four years. A Breakfast Club may operate for a maximum of 26 primary school children at Murthly Primary School with a maximum of five children aged four years.

We wrote this report following an unannounced inspection carried out on 24 and 26 October 2017. We gave feedback at the end of our inspection to the service owner/manager.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

The club has indicated its proposed closure in December 2017 as the low numbers of children attending the service make it economically unviable. Parents and carers have been made aware of the situation.

What people told us

We provided the service with 10 questionnaires for parents of children using the service. Four completed questionnaires were returned to us before the inspection. All parents either 'strongly agreed' or 'agreed' that 'overall they were happy with the quality of care their child received in this service'. They told us;

"Whilst newsletters are issued on a regular basis, it would have been good to have been informed about children being taken to Dunkeld to collect children. Therefore I am not sure if any other information is missing."

"There has been a high turnover of staff this year which is unavoidable, but again this has not been communicated to parents. Not all staff have introduced themselves."

One parent disagreed with the statement 'I am confident that there are always enough staff to provide a good quality of care.' On both days of our inspection we found the service to be adequately staffed.

Another parent disagreed with the statement 'The service has involved me and my child in developing the service eg asking for ideas and feedback.' We explored this further with staff and children attending the service and found lots of missed opportunities.

During the inspection we observed the children at play and found most of them to be happy and confident, enjoying their activities and snacks. The children were happy to tell us about the service, telling us about the things they enjoyed doing there and any improvements they would like to make.

"I quite like coming. I like dancing in the hall but sometimes you can't because the boys are playing football."

"I don't like the noodles but I've got krispies."

"I can play with my friends."

"I don't know what I'm going to make with this stuff. Maybe something Hallowe'eny?"

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We asked to see their own improvement plan and quality assurance paperwork. Although the service had some quality assurance paperwork we found that they had no improvement plan.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

From the evidence gathered during our inspection we evaluated this theme as adequate. We looked at how the service was meeting the needs of all children and how it supported independence and choice.

We spoke with staff about the service's child protection policy. We were satisfied that they had a good working knowledge of their responsibilities and the procedures to ensure that service users were protected.

We saw that children were busy and purposeful. They interacted well together and made full use of the space and resources available to them. We observed children who appeared happy and engaged in a range of activities within the club. Children had developed good relationships with staff and this was reflected in the conversations we heard.

We saw some evidence of children's choice in the planning of activities. These were in list form and showed that the children had been consulted about the activities and skills they would like to be involved in and learn. Staff told us about some of the really good activities they had led with the children however there had been no records or evaluations kept. We suggested a variety of ways where children's ideas could be explored, developed, evaluated and recorded through the club's floorbooks. This would ensure that children's views were respected and would allow all children to be included in the development of the club.

We looked at children's care plans and 'all about me sheets'. Parents and carers had completed appropriate registration and permission sheets at the start of the school year. Staff told us they were aware of the need to ensure that these were reviewed and any necessary information updated every six months. We liked the 'all about me sheets' which had been developed for children to share information about their interests, likes and dislikes however these had not been completed for all children who attended the service (see Recommendation 1).

Accidents and incidents had been recorded and all sheets had been fully completed. We would ask the service to ensure they audit accidents and incidents on a regular basis to identify common features and minimise any risks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support the children to reach their potential it is recommended that the service establishes personal files for all children to record their individual learning needs, likes and dislikes.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 6: Support and Development.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

During the inspection we evaluated the service to be good. We looked at the opportunities for children and the suitability of the hall and the experience which it provides.

The 'Hub' offered a really good environment for an out of school club. The hall was clean, tidy and in a very good state of repair. It had areas for physical play, a very good outside area, a room dedicated to soft play, a room suitable for snacks and art and craft activities as well as a room where children could rest, relax and play. On the day of our inspection children did not access the outdoor area however we heard staff offering this opportunity.

The club had a range of resources which were easily accessible for all children. Staff told us that they could request resources from the service provider and that these were usually supplied. Children would benefit from an increase in natural and 'loose parts' resources (the provision of open-ended resources) to support creativity, problem solving, collaboration and decision-making. Some more challenging resources would assist the older children in achieving their potential.

We observed the snack provision within the club. Staff told us that they regularly consulted with children and tried to accommodate children's likes and dislikes. On the day of inspection staff had prepared chicken noodles and a rice cake. We would like to have seen children involved in the preparation and serving of the snacks to promote independence and responsibility. The provision of some fruit or vegetables during snack time would help to promote and support healthy eating habits.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this theme as adequate. We considered staff training and the motivation of all staff. All staff were registered with the SSSC (Scottish Social Services Council).

We found that the staff knew the children and their families well. Staff had a very good awareness the community and the clubs place within it. They were keen to raise the clubs profile and ensure that the club continued to provide a service to the families in the area. Most children were comfortable in approaching staff and getting the help and support they needed. We observed some good supportive interactions between staff and children.

Staff told us that they found the service provider approachable and open to suggestions. Regular meetings were held with the provider and staff. We saw minutes from staff meetings and actions arising from issues raised. Some of the new procedures and strategies put in place during these meetings to support children were not being consistently followed. We could see that ideas were put in place but not continued, for example the floor books had previously been used to good effect and clearly showed children's participation however this had not been continued and the noticeboard had not been updated. Staff should ensure that they work together towards the same goals to ensure better outcomes for children.

Staff within the service had access to the training programme run by the Perth and Kinross childcare strategy team. We saw staff applications to a range of forthcoming training opportunities.

Staff should become familiar with some of the key documents and attend training which would support them in the work of the club for example the playwork principles. We shared a range of best practice guidance which is readily available online (see Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff training and development should continue to be expanded and take account of current best practice guidance. The staff training and development should be audited to measure its effectiveness in developing practice and improving outcomes for children.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children, Standard 6: Support and Development , Standard 12: Confidence in Staff.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we evaluated this theme as adequate. We spoke to club staff about the quality assurance processes which were in place to evaluate the effectiveness of the service. We also looked at how parents and children were involved in service evaluation.

Following our previous inspection we could see how, yet again, initially a positive start had been made to involving parents and children in the assessment of the service however this had not been kept up-to-date and was therefore no longer effective in reflecting the service as it is at present. Staff told us that they gathered information informally as parents/carers had little time during pick-up times. The service should devise an honest, manageable and meaningful evaluation of the service which includes parents, children, staff and other stakeholders. The findings from this should inform the service improvement plan (see Recommendation 1).

The manager shared her quality assurance calendar with us. We found it to be missing key evaluative opportunities. We shared some ideas with the manager during feedback and asked that she begin to regularly monitor the practice within the club.

Regular consultation with children through floorbooks would ensure that children were included and their views respected in the day-to-day planning and evaluation of activities. Children we spoke to clearly shared their interests with us and talked about the activities they would like to become involved in.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should develop its approach to quality assurance by reviewing the service regularly, taking into account the views of the children, families, staff and other stakeholders and develop an action plan to address any issues identified for improvement.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13: Improving the Service, Standard 14: Well-managed service.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that the personal plans of children using the service are reviewed once every six months or more often as necessary.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 5 - Personal Plans.

This requirement was made on 7 October 2016.

Action taken on previous requirement

New forms had been issued to all service users and their families. Staff were aware that these should be updated within six months or sooner if required. A recommendation asking for all children to complete or contribute to the completion of 'All about me' booklets has been made.

Met - within timescales

Requirement 2

The provider must ensure that all staff employed in the provision of the care service are suitably registered with the relevant regulatory body, or have applied for such registration.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210. Regulation 9 - Fitness of Employees (2)(c).

This requirement was made on 7 October 2016.

Action taken on previous requirement

All staff are registered with the SSSC as required.

Met - within timescales

Requirement 3

The provider must ensure that staff:child ratios are adhered to at all times to ensure the health, welfare and safety of all service users.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210, (SSI 2011/210)

This requirement was made on 7 October 2016.

Action taken on previous requirement

This requirement has been met, we found the service to be meeting ratios during our inspection and from information recorded in attendance logs.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

To protect the health and safety of all children the service must ensure that all accidents and incidents are recorded correctly and consistently and shared with parents.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3 - Health and Wellbeing.

This recommendation was made on 7 October 2016.

Action taken on previous recommendation

This recommendation has been met. We reviewed documentation which had been fully completed and shared with parents/carers.

Recommendation 2

The service should further develop their positive behaviour strategies in behaviour to support the children in a sensitive and respectful manner so they learn to regulate their own behaviour.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 7: A Caring Environment.

This recommendation was made on 7 October 2016.

Action taken on previous recommendation

A behaviour 'contract' is signed by children and parents/carers as they begin to use the service. Children have worked collaboratively to write their own rules for the service.

Recommendation 3

It is recommended that the service continues to assess and develop the quality of experience for the children attending the service. The manager and staff should consider the whole experience for children using the service. Consideration should be given to the opportunity for example to relax, reflect, have fun, socialise, learn new skills and to be physically active.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 6: Support and Development

This recommendation was made on 7 October 2016.

Action taken on previous recommendation

The opportunities for children are much improved. The service utilises the space available to better effect. This recommendation has been partially met.

Recommendation 4

To support the health and safety of children using the service all staff should attend child protection training on a regular basis.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.

This recommendation was made on 7 October 2016.

Action taken on previous recommendation

This recommendation was completed as a requirement following an improvement notice issued to the service.

Recommendation 5

The manager of the service should be clear and understand the notifications that must be submitted to us. The service should follow the document 'Records All Registered Care Services Must Keep', available on the Care Inspectorate Hub.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing, Standard 14: Well-managed Service.

This recommendation was made on 7 October 2016.

Action taken on previous recommendation

This recommendation was completed as a requirement following an improvement notice issued to the service.

Recommendation 6

The service should develop its approach to quality assurance by reviewing the service regularly, taking into account the views of the children, families, staff and other stakeholders and develop an action plan to address any issues identified for improvement.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13: Improving the Service, Standard 14: Well-managed Service.

This recommendation was made on 7 October 2016.

Action taken on previous recommendation

This recommendation has not been met and has been carried forward within this report.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

Please see Care Inspectorate website (www.careinspectorate.com) for details of enforcement action taken against the service.

Inspection and grading history

Date	Type	Gradings	
26 Jun 2017	Announced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
7 Oct 2016	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
7 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
4 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
18 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
7 Jan 2013	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory
27 Sep 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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